



## **TICA Aalsmeer - House rules logistics**

At TICA, we are committed to a working environment where the atmosphere is safe and positive, expectations are clear and work proceeds efficiently. To ensure this, we have developed this document with accompanying house rules for our Aalsmeer branch. Below you can read what these rules entail and what we expect from you - as a TICA exhibitor.

### **Opening hours Logistics**

- Monday: 7.30 - 18.00
- Tuesday to Friday: 7.30 - 17.00
- Saturday: 10.00 - 17.00
- Sunday: Closed

Within the logistics opening hours there is access to the sticker area, speed doors to the shop and the entrance of logistics.

### **Rules of conduct, respect and questions**

- Exhibitors will always follow the instructions of TICA staff.
- A bag check and check on outgoing goods will take place when leaving the premises.

### **At TICA safety comes first!**

A safe working environment is very important to us at TICA. We would therefore like to draw your attention to the following points:

- Goods are only placed in the designated areas. When doing so, pay close attention to escape routes and fire extinguishers.
- Everyone in the logistics area must comply with the safety signs. TICA's logistics staff will be happy to explain this in more detail.

At TICA, we have several paths. Read how you can use these paths:

### **Walkways**

- A blue marked path intended for pedestrians only, who do not have to wear required safety clothing.
- It is not allowed to walk with equipment on the walkways. Note! Danish trolleys are allowed on the walkways as they are also used in cash & carry.
- As a pedestrian on the walkway, you always have priority. Do make sure to make eye contact so you can be sure you have been seen.

### **Pedestrian crossing**

- A blue striped section of the walkway that equipment is allowed to cross.
- Give way to pedestrians on the walkway. Do you have to cross a zebra crossing with equipment? Then pedestrians always have priority.
- Make eye contact with pedestrians on the footpath before crossing the zebra crossing.
- Concentrate on your surroundings. To avoid accidents, phone use is therefore prohibited.



**Caution!** Even though the walkway is exclusively for pedestrians, always keep in mind that you are in a logistics operation with a lot of movements and equipment. So be aware of your surroundings. Outside the walkway, of course, we also ask you to pay attention. Keep in mind the following.

- Be alert to moving vehicles and give them the right of way.
- It is compulsory to wear safety shoes outside walkways. These shoes provide protection from falling objects, moving equipment and can prevent injuries.
- Avoid phone use. The use of mobile phones or other distracting devices is strictly prohibited outside walkways.
- Always make eye contact with someone driving the forklift, for example. This way you can be sure you have been seen and the driver can take you into account.
- Keep to the right on the expedition floor. This avoids confusion and ensures a streamlined flow of traffic which reduces the risk of accidents.
- Do you sometimes have to cross a footpath (i.e. a zebra crossing) with equipment? Then pedestrians have priority.

### **How do you report goods?**

Certain work/actions you want to schedule - such as specific deliveries - must be reported in advance. You can read about these actions and how to do this in the document '[TICA Aalsmeer - Registration rules logistics](#)'. You can also find this document at the reception desk Expeditie.

### **Loading and unloading**

We have also drawn up several effective house rules for loading and unloading goods. These include the following:

- If you use the loading/unloading bay in the car park, please return the car to a regular car park after loading/unloading. In this way, we ensure that everyone can load/unload close to the dispatch area. Please also park the car in the designated compartment and not in front of it, next to it or behind it. This allows us to use the loading/unloading area most efficiently.
- After loading/unloading at the dock, immediately park your (cargo) car in a regular car park. This is how we keep the docks free for others.
- Do you want to use a loading/unloading dock or parking bay for a longer period? Please request permission 24 hours in advance via [logistiek@tica.nl](mailto:logistiek@tica.nl).
- Loading/unloading at the speed door is only allowed when it is raining and permission has been requested from the TICA team. As a driver, you are responsible for safe loading/unloading and must take traffic through this door into account.
- Loading and unloading should take a maximum of 15 minutes.

### **How are goods processed?**

During the delivery of your goods, the driver will be accompanied by one of our TICA colleagues (Logistics Department). Upon receipt, you will be notified via What's App. Don't want to receive a message? Then let us know via [logistiek@tica.nl](mailto:logistiek@tica.nl).

There are three options for incoming goods:

1. Goods will be processed the same day at the stand or at the exhibitor's warehouse.
2. Goods will not be processed in the exhibitor's stand or warehouse on the same day. In fact, it has been indicated at the reception logistics or by mail [logistiek@tica.nl](mailto:logistiek@tica.nl) that;
3. Goods will be processed the next morning.



In this case, the goods are prepared by the TICA team in the WO (shop storage). Please note! We place a maximum of 2 pallets in the WO per exhibitor, which must be collected by the exhibitor the next day. If this does not happen (or there are multiple pallets), the pallets will be placed in storage (pallet racking) on receipt date.

- The pallets may be placed in the exhibitor's warehouse.
- Goods are not immediately processed in the exhibitor's stand or warehouse, nor is it indicated by the exhibitor that he/she needs them the next day. In this case, the goods are placed in storage and are available on call.

Regardless of the location of the goods, storage is free of charge for the first 24 hours.

#### **How does TICA's storage work?**

- When goods are placed in storage, this is recorded on the 'Storage List' available at the logistics reception.
- A pallet release can be requested via the 'Storage List,' and TICA has one hour to prepare the requested pallet in the WO. If you wish to request a pallet release but are not physically present to do so via the 'Storage List,' you can inform the logistics reception or email [logistiek@tica.nl](mailto:logistiek@tica.nl). Please specify when the pallets will be delivered to the expedition, the date and time you need them available, and how many/which pallets you require.
- Only the TICA team (Logistics Department) has access to the warehouse. If you temporarily need access (for example, to quickly point out a pallet), please request this from TICA's logistics staff.

#### **Reservations and transport**

To ensure smooth reservations, we apply the following specifications:

- Submit fully completed forms.
- TICA requires 24 hours for processing; do not coordinate delivery dates with members without confirmation.
- Prepare accompanying documents for TICA members and their customers.
- Reservation forms and accompanying documents are available online.

#### **Returns**

- The exhibitor is responsible for returns.
- If your return area is nearly full and this causes inconvenience for TICA, we will send you a message requesting that you process the products the next day. If this is not possible, we will engage TICA's Exhibitor Service to handle the goods, and the cost will be charged to you as an exhibitor.

#### **Warehouse rental**

- Items must remain within the rented warehouse space; nothing may be placed in the hallways.
- Unknown goods will be stored at an additional handling cost.

#### **Unpacking area**

- Workstations must be left clean.
- If neglected, cleaning costs will be charged.

#### **TD area**

- This area is accessible only to TICA staff.
- Need something from this area? Please inquire at the reception.

#### **Elevator use**

- Place goods in the center of the elevator.
- QR codes with contact information are available in the elevator in case of malfunction.



### **How is cleanup handled, and how does the recycling station work?**

- Do you have packaging material or damaged items? These must be disposed of separately. Visual guides in the recycling station indicate the correct disposal locations.
- Disposal of booth materials is your responsibility as an exhibitor. Upon request, TICA can provide a proposal for processing and disposing of booth materials. Contact [logistiek@tica.nl](mailto:logistiek@tica.nl) for more information.
- The disposal of chemical waste is also your own responsibility.
- Need a Europallet? This is possible, provided you request it in advance from TICA's Logistics Team Leader. Note: Europallets may be used in the cash & carry area but must not be taken away.
- Have leaking materials? Do not dispose of them in the general waste bin; consult with one of TICA's logistics staff members.
- Notice that the polystyrene machine or cardboard press is full? Please let us know!

### **How does the use of equipment work?**

When you borrow equipment from TICA (such as brooms, ladders, pallet jacks, or Danish trolleys), we expect you to return them after use so that others can also make use of them.

- Do you need to use a pallet jack at your stand for a longer period? Report this at the reception, and we will make a note. We will call you when the pallet jack needs to be returned for another exhibitor or if TICA requires it.
- Danish trolleys are meant for transporting items, not for storage. Do you need to use a Danish trolley for more than one day? Report this at the reception, and we will make a note.

Motorized equipment from TICA may not be used by exhibitors without permission. In exceptional cases, temporary permission may be granted under the following conditions:

- You have a valid and demonstrable certificate.
- You follow the general and internal safety rules for the equipment. If you are not familiar with them, ask TICA's logistics staff.
- Safety shoes must be worn.
- You are fully responsible for any injuries or damages.

### **Order and cleanliness**

We are all responsible for maintaining a clean and organized logistics area. The following points help ensure this:

- Place goods in their designated locations.
- Keep emergency exits and fire extinguishers clear.
- Clean up your own mess. For example, if a trash bin is full, empty it.
- If there are any facility-related issues (such as full trash bins), report them to TICA's logistics team.
- Enter the expedition area only with a valid pass. No pass? Request a day pass at the expedition. If a colleague arrives without a pass, report this to sales or request a day pass at the logistics reception. Return the day pass after use.
- Do you need to bring goods inside via the fast-rolling door? Request a door pass at the logistics reception and return it after use.
- Only take back goods if your exhibitor pass states 'Return: Yes.'

We hope that these rules help create a safe working environment where everyone can perform their tasks efficiently. We expect your cooperation and want to inform you that failure to follow these guidelines may result in consequences. Some house rules come with associated fees, see '[TICA Aalsmeer - Price list logistics](#)' for details.

Thank you for your cooperation,  
TICA's Logistics Team